

REQUEST FOR PROPOSAL

Addendum # 1



Department Of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY Relay: 711

ADDENDUM DATE: May 11, 2006

RFP Title:	THIN CLIENT WORKSTATIONS AND ASSOCIATED HARDWARE, SOFTWARE AND SUPPORT SERVICES
RFP Number:	06-031MYP
Due Date/Time:	May 18, 2006 – 2:00 P.M.
Buyer:	Michelle Poste, michelle.poste@metrokc.gov 206-263-4273

This addendum is issued to revise the original Request for Proposal No. 06-031MYP:

1. Change the bid opening date from May 11, 2006, to Thursday, May 18, 2006, at 2:00 P.M. exactly.
2. Part A, Subsection 1.12.C, **change** to read:
 - C. The County may, at its sole discretion, determine that a proposal with a "Notice of Exception" merits evaluation. However, evaluation and negotiation shall only continue with the Proposer if the County determines that the proposal continues to be advantageous to the County. Proposers not taking any exceptions to the terms and conditions will receive additional points. Refer to paragraph Proposal Scoring 2.6
 1. Proposer(s) shall review PART B-Contract, and all its attachments, and submit a signed letter by their attorney or authorized legal representative stating they intend to comply with all the terms and conditions. The signed letter shall be submitted with the proposal.
 2. If there are exceptions taken to the terms and conditions in PART B – Contract, and any of its attachments, the proposer's attorney or authorized legal representative shall sign an exception letter describing reasoning for the exceptions and include the exception letter and PART B as an attachment to the proposal, identifying the exceptions and proposed changes. All proposed changes shall be tracked in PART B using the tracking changes feature in Microsoft Word.
3. Part A, Subsection 2.12, **change** to read:

This procurement is subject to the Washington Public Disclosure Act, RCW 42.17.250 *et seq.* Proposals submitted under this RFP shall be considered public documents unless the documents are exempt under the public disclosure laws. After the selection process has been concluded and a contract has been signed by both parties proposals shall be available for inspection and copying by the public

If a Proposer considers any portion of its proposal to be protected under the law, the Proposer shall clearly identify each such portion with words such as "CONFIDENTIAL," "PROPRIETARY" or "BUSINESS SECRET."

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This Request for Proposal Addendum will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

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If the County determines that the material is not exempt from public disclosure law, the County shall notify the Proposer of the request and allow the Proposer **ten (10)** Days to take whatever action it deems necessary to protect its interests. If the Proposer does not take such action within said period, the County shall release the portions of the proposal deemed subject to disclosure. By submitting a proposal, the Proposer assents to the procedure outlined in this subsection and shall have no claim against the County on account of actions taken under such procedure.3.

4. Available documents for download as requested:

- Part B – Contract (Microsoft Word version, 423KB)
http://www.metrokc.gov/procurement/rfpdocs/2006/April/GoodsAndServices/06-031/06-031_ad1_PartB.doc
- Part C – Exhibits (Microsoft Excel version, 91KB)
http://www.metrokc.gov/procurement/rfpdocs/2006/April/GoodsAndServices/06-031/06-031_ad1_Exhibits.xls
 - Exhibit A - Thin Client Configurations And Features
 - Exhibit B - Thin Client Rfp Response Form
 - Exhibit C - Price Detail Sheet
 - Exhibit D - Company Profile And Financial Information
 - Exhibit E – Client References Worksheet

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Pre-bid Attendance Roster



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**THIN CLIENT WORKSTATIONS AND ASSOCIATED
HARDWARE, SOFTWARE AND SUPPORT SERVICES**

Date: 04/28/06

Time: 9:00 A.M.

NAME	COMPANY	PHONE	EMAIL
Michael Bonner	CDWG	503-771-0247	mbonner@cdwg.com
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Aziz El-Farra	Computer Lab International	800-727-5250	aziz.el-farra@computerlab.com
Steve Nelson	Sun Micro		
Jim Wiles	Novell		

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General Questions asked by Proposers's

Question 1

When would the County request an escrow agreement?

Response 1

Proposer should assume an escrow agreement will be required.

Question 2

Does King County require testing and certification to be done only on proposed products, or would it include other products within the County environment?

Response 2

King County requires that the vendor complete testing the end-to-end solution which would include impacts to components, such as the network, which is owned by King County. While King County is looking for cost savings, we need to understand what cost shifts will be.

Question 3

Part C Section 1.6 states that the pilot will involve multiple work groups and implementation strategies. The number and type of work groups and architecture (centralized or decentralized, LAN or WAN) could impact costs. Can you give us a baseline to work from for pricing the pilot?

Response 3

The pilot shall involve four agencies in various environments representing a mix of technical, organizational and cultural environments. This is intended to explore the full applicability of the thin client technology within King County and to understand the extent to which the County could potentially expand the use of the technology. The organizational functions represented include resource management, social services, corrections and administration.

All of these organizations are located in our downtown core and are thus connected to the main backbone fiber optic WAN. You can find a description of the network environment in Part C, Section 1.3.1.F of the RFP. Additionally, the County desires to understand the extent to which centralization of thin client services are appropriate and under what circumstances the services will need to be distributed.

Question 4

Part C Section 1.6.A.2 lists identifying hardware, software, and operational cost savings as an objective. That suggests that the Pilot Scope (paragraph B) and Pilot Deliverables (paragraph C) should address the exploration of alternative software and operational strategies aimed at reducing cost and complexity. We understand the advantages of starting with a thin client environment that mimics the existing environment, but the County could realize significant benefits if this pilot also examines alternatives to the current software and operational model. Would the County be willing to add the evaluation of alternative software and operational strategies to the Pilot Scope and Pilot Deliverables to be consistent with the Pilot Objectives?

Response 4

The primary driver for King County's interest in thin client technology is aimed at reducing cost and complexity while providing continuing high levels of service to the County. The rationale for remaining compatible with current technology investments is to leverage the existing knowledge of our support staffs and to prevent the introduction of layers of new technology that require significant knowledge acquisition and thus additional costs to the total cost of service delivery. The County recognizes that the introduction of thin client technology will necessitate the acquisition of new layers of software and changes in operational models. Proposed solutions will be evaluated in the context of total cost of service delivery of that solution within the King County environment.

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Question 5

Part C Section 1.7.L states that approximately half of the installed base of PCs are covered by a Microsoft Enterprise Agreement for Office and core CALS. Are the other PCs covered by Microsoft licenses? If so, what is the license arrangement? Does the Enterprise Agreement include any TS licenses?

Response 5

The Enterprise Agreement covers Microsoft Office Professional, CORE CALS (Windows, SMS, SharePoint, and Exchange) and the Desktop Operating System (Windows). Agencies not covered by the Enterprise Agreement have no "fixed" agreement. They are responsible for purchasing and maintaining their own licenses.

ALL County Computers have a Windows CAL and a Microsoft Exchange CAL (Client Access License).

King County has 4,300 TS CALS which are owned by the County due to being "grandfathered" in as part of an earlier Enterprise Agreement

Question 6

In the proposed environment, has the decision been made to go with Citrix or Terminal Server?

Response 6

No. King County is aware that these are common, but no determination has been made.

Question 7

Since King County already has a license for Terminal Server, can the assumption be made that providing a license will not be a requirement of the RFP?

Response 7

Yes. However, the proposer should list it as a requirement of the proposed solution.

Question 8

What operating systems is being used in the County's existing Thin Client deployments?

Response 8

Linux is used on the thin client in one case, but all client images are Windows of various releases.

Question 9

What is the speed of the LAN?

Response 9

Almost all are 100. Some rare instances of 10. Proposers should state where speed is a requirement and how it would effect deployment of thin client technology.

Question 10

How many users on LAN?

Response 10

99.9%, including VPN users. Connected thru VPN to WAN.

Question 11

Is there a standard configuration for existing workstations?

Response 11

Yes, although there are a number of older configurations within the County. The County's current standard for PC is a Dell with the following options:

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Base Unit:	OptiPlex GX620 Minitower Pentium 4 640/3.2GHz,2M,800FSBHyperThreading; OptiPlex GX620 Desktop Pentium 4 640/3.2GHz,2M,800FSBHyperThreading; or OptiPlex GX620 Small Form Factor,Pentium 4 640/3.2GHz,2M800FSB,HyperThreading
File System:	NTFS File System,Factory Install
Memory:	1.0GB,Non-ECC,533MHz DDR2 2x512,OptiPlex GX620 or 520 or 512MB,Non-ECC,533MHz DDR2 2x256,OptiPlex GX620 or GX520
Keyboard:	USB Enhanced Multimedia Keyboard,English,OptiPlex
Monitor:	Dell UltraSharp 1707FP Flat Panel with Height Adjustable Stand,17.0 Inch VIS,OptiPlex and Latitude
Video Card:	128MB ATI Radeon X600SE Graphics Card,with DVI and TV Out,Full Height,OptiPlex GX620Minitower or Integrated Video,GMA950 Dell OptiPlex GX620
Hard Drive:	160GB SATA 3.0Gb/s and 8MB Data Burst Cache,Dell OptiPlexGX620 or GX520 or 80GB SATA 3.0Gb/s and 8MB Data Burst Cache,Dell OptiPlexGX620 or GX520
Floppy Disk Drive:	3.5 inch, 1.44MB, Floppy DriveOptiPlex GX620 or GX520
Operating System:	Windows XP Professional Service Pack 2,with Media,DellOptiPlex,English,Factory
Mouse:	Dell USB 2-Button Optical Mouse with Scroll,Dell OptiPlex (310-6609)
TBU:	RoHS Compliant Lead Free Chassis and Motherboard,Dell OptiPlex
CD-ROM or DVD-ROM Drive:	48X32 CDRW/DVD Combo, with Cyberlink Power DVD,Dell OptiPlex GX620 or GX520 Desktop or Minitower or 24X CDRW/DVD Combo,Slimline with Cyberlink PowerDVD,Dell OptiPlex GX620 or GX520 Small Form Factor
Sound Card:	Integrated AC97 Audio,OptiPlex
Speakers:	Dell A525 30 Watt 2.1 Stereo Speakers with Subwoofer for Dell Precision and Optiplex or Internal Chassis Speaker Option,Dell OptiPlex GX620 GX520 or 210L

Question 12

It is indicated there is some dial-up users. Will connection include dial up users?

Response 12

The County's slowest connection is DSL.

Question 13

Is existing functionality what the County is looking at, or is the County looking for additional functionality?

Response 13

King County is looking for a lower cost alternative to replacing some desktop PC's.

Question 14

What is the cost of current desktop PC?

Response 14

Approximately \$800 - \$1200.

Question 15

What is the County's current method of deploying hot fix to desktops?

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Response 15

Methods of deploying hot fixes varies, depending on the agency. Some are centrally deployed.

Question 16

Is the County using management software?

Response 16

King County's central IT is using management software.

Question 17

What management software is being used?

Response 17

King County's central IT uses Shavlik PatchManagement for Windows patches, Active Directory/Server 2003 tools in conjunction with Remote Desktop/VNC for management of software. Additionally, a procurement process is underway for an Asset Management package, although a final selection has not been made.

Question 18

How is PC failure currently addressed?

Response 18

All PC issues are handled by a County technician.

Question 19

How many PC platforms are there currently within the County?

Response 19

There are a wide variety of platforms within the County.

Question 20

What is the proposed duration of the pilot?

Response 20

The County expects the pilot to take approximately 2-3 months.

Question 21

What are King County's antivirus software policies?

Response 21

King County has multiple initiatives in the works increasing security on desktops. The standard for desktops is the McAfee suite of antivirus, antispyware, and desktop firewall (MHIPS).

Question 22

Is it the County's intent to have earthquake mounts and rack be supplied by contractor or King County?

Response 22

It is the County's intent is for servers to fit into existing racks. For pilot, the County plans to deploy the servers to a central data center.

Question 23

What brand of 3270 emulation software is the County running?

Response 23

Attachmate is the primary brand, but there a number of "one off" brands within the County.

Question 24

Will King County require the vendor to certify and indemnify third party software as being free of virus?

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Response 24

King County understands there will be multi-party layering. It is not anticipated that King County will exclude the certification & indemnification of software.

Question 25

As part of the pilot, there is a section regarding returning equipment due to non-performance. What is King County's intent?

Response 25

The County's pilot will be seeking to determine if a thin client solution will work in our environment. If it does not work from the start, King County shall be asking the vendor to take back their product. Since cost savings is a major factor, Part C, Attachment A asks for the vendor's suggestions on return. King County's intent is to move the equipment out of its environment and cancel the contract if the pilot does not show overall cost savings.

Question 26

What is the number of desktop units slated for replacement within the next year?

Response 26

The County standard is a four-year replacement cycle; however, not all agencies are able to afford to maintain that high a level. There are 12,000 desktops county-wide. The central ITS organization supports roughly 10% of these. Of those 20%, or 200, are scheduled for replacement. Extrapolations of that percentage could be assumed county-wide.

Question 27

Once the pilot is complete and a Master Agreement is issued, will budget remain with individual agencies, or be centralized through IT?

Response 27

At this time, budget will remain with the individual agencies.

Question 28

It is noted that this RFP has components of an RFI. How are proposers to respond?

Response 28

King County would like to see BEST recommendation, although proposers can offer multiple solutions if they choose.

Question 29

Is there any rule as to length of response? 20-30 pages vs 200-300 pages?

Response 29

No. Although, proposals shall be prepared simply and economically, providing a straightforward and concise but complete and detailed description of the Proposer's abilities to meet the requirements of this RFP. Fancy bindings, colored displays and promotional materials are not desired. Emphasis shall be on completeness of content.

Question 30

What is King County's current maintenance situation? Are hot spares kept onsite.

Response 30

King County does keep hot spares onsite. County staff is deployed when maintenance is required.

Question 31

Would the contractor be responsible for swapping hot spares, or will County staff continue?

Response 31

King County staff will continue to maintain existing equipment.

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Question 32

Will King County be selecting multiple vendors for pilot? Will same 100 proposed units be included?

Response 32

King County reserves the right to test & contract with multiple vendors as it benefits County agencies.

Question 33

Will separate contracts be issued for hardware and professional services?

Response 33

No, King County will issue a single contract for hardware and services.

Question 34

Will the RFP result in one or multiple Master Agreements?

Response 34

While King County intends to award a single contract, multiple vendors may be awarded a Master Agreement, if it benefits County agencies to do so.

Question 35

We assume that all workgroups participating in the pilot will have access to a single subnet on the ITS network. Based on this assumption we plan to provide a single thin client environment to support all groups. Is our assumption about network accessibility correct?

Response 35

Each of the four pilot participant agencies is on separate subnets. It is the intent of the pilot to determine the extent to which it is appropriate to centralize the thin client server environment. It is important to identify what elements in our environment will drive us to decentralize the deployment of this technology as it will impact the cost effectiveness and future rollout strategies.

Question 36

The County has Windows and NetWare servers on the LAN. What directory service does the County use? If more than one, which directory service should the pilot be prepared to support?

Response 36

The King County standard for directory services is MS Active Directory. It is deployed across most of the County. Three of the four pilot agencies use MS Active Directory but are on separate domains. The fourth pilot agency has MS Active Directory for email accounts but otherwise uses Novell Network Directory.

Question 37

Can we have information regarding components that will need to migrate for the pilot deployment?

The RFP is very vague - it just says "Migration Guide" under the Pilot deliverables # 11.

We can conclude that there is going to be software that needs to migrate to the server for deployment to the thin client terminals during the pilot phase. Do you have any idea what that migration will entail?

If the pilot users have been identified, then we can learn what applications those users need to access. This will give us the components that will have to migrate and allow us to construct the migration guide.

Response 37

In the Migration Guide deliverable, King County is seeking a guide to agencies as they deploy thin client technology beyond the original pilot. It will include processes for migrating data, profile settings, desktop applications and desktop components of business applications from the PC to the thin client desktop image on the server. It will also include criteria for thin client suitability of user profiles and applications. Other appropriate aspects of the decision making related to migrating from PC to thin clients and of processes to execute the migrations are to be included in the migration guide.

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Question 38

Do vendors have to provide a new Windows Terminal Server environment?

Response 38

Yes, for the proposal, the proposer should include definition and pricing of the required Windows Terminal Server environment, with the exception that King County already owns sufficient terminal server software licenses. However, if it is determined that King County has available resources to meet the needs of the pilot, they may be used.

Question 39

Should vendors plan on providing storage and integration with the current environment?

Response 39

The King County standard is that user files and application files be stored on network drives rather than the PC hard drive. So, the proposer may assume that pilot participants will account for user and application files storage requirements during the pilot. However, the proposer is to provide requirement definitions and cost estimates for storage requirements specific to terminal and applications servers required for their proposed thin client architecture. Where this storage requirement is dependent on the nature of the applications being used, the determining storage requirement criteria and calculation methodology may be defined in lieu of actual storage specifications.

The proposals should provide for the architecture and components required for integration with application data servers and business application servers, as well as the network and other required components for the thin client environment.

Question 40

Do all County departments have the same security profile?

Response 40

No, there are four or five forests within the network and each agency may define their own security requirements and settings.

Question 41

We assume the primary user login environment is Windows not Novell. Is this correct?

Response 41

No. It is true for most of King County. However, one pilot group has Novell as its primary login environment.

Question 42

Will the County provide a complete list of applications and platforms by department?

Response 42

Yes, as part of the pilot planning the applications of each participant is being identified. However, the planning process is still underway and the complete list is not currently available. The business applications are unique to the business function, so a list of application names would not be helpful. The varied nature of King County business functions and services results in a large number of business applications with a wide variety of technologies utilized.

The list of common desktop applications used across the County and in the pilot groups contains Word, Excel, Access, Outlook, Power Point, Adobe, Windows Media, Visio, MS Project, Photoshop. Pilot group business applications include PeopleSoft and applications using Access, Oracle, and Sql Server databases.